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**SAFETY BEHAVIOUR AMONG ASSISTANT MEDICAL OFFICERS:
UNDERSTANDING THE IMPORTANCE OF ORGANIZATIONAL
INTERFERENCE**

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**MASTER OF SCIENCE
(OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)
UNIVERSITI UTARA MALAYSIA
2020**

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INTERFERENCE**

By:

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UUM
Universiti Utara Malaysia

**Thesis submitted to
Othman Yeop Abdullah School of Business,
Universiti Utara Malaysia,
in Partial Fulfillment of the Requirement for the
Masters of Science (Occupational Safety and Health Management**



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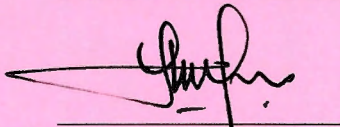
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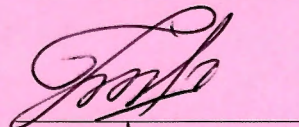
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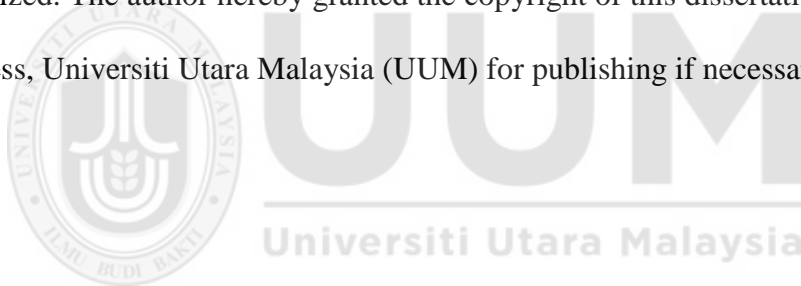
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ABSTRACT

The purpose of this study was to determine the relationship between organizational interference and safety behaviour among Assistant Medical Officers (AMOs) in tertiary hospital in Ipoh, Perak. The independent variables were safety management practices (i.e. management commitment, safety training, employee's involvement, safety communication and feedback, safety rules and procedure, safety promotion and policies) and safety self-efficacy. Safety behaviour which is the dependent variable has been measured by two dimensions namely safety compliance and safety participation. A total of 170 questionnaires were distributed randomly to the AMOs in the selected tertiary hospital in Ipoh, Perak. The findings of this study revealed that management commitment was positively associated to AMOs safety behaviour. Additionally, safety rules and policies and safety self-efficacy had a significant correlation with AMOs' safety behaviour in terms of safety compliance and safety participation. This study would be helpful for the management in the healthcare sector to identify measures to be taken in ensuring safety behaviour are in place among AMOs. The study also highlights directions for future research.

Keywords: Safety management practices, Safety Self-Efficacy, Safety Behaviour, Assistant Medical Officer and Hospital.

ABSTRAK

Tujuan kajian ini dijalankan ialah untuk menentukan hubungan antara kepentingan campur tangan organisasi dengan gelagat kerja selamat dalam kalangan Penolong Pegawai Perubatan (PPP) di hospital tertuari Ipoh, Perak. Pembolehubah tidak bersandar adalah yang terdiri daripada amalan pengurusan keselamatan, komitmen pengurusan, latihan keselamatan, penglibatan pekerja, komunikasi keselamatan dan maklum balas, peraturan keselamatan dan prosedur, promosi keselamatan dan polisi; serta keberkesanan diri keselamatan. Gelagat kerja selamat pula diukur melalui kepatuhan keselamatan dan penglibatan keselamatan. Sebanyak 170 set borang soal selidik telah diedarkan secara rawak kepada PPP di hospital tertuari terpilih di Ipoh, Perak. Hasil kajian menunjukkan komitmen pengurusan mempunyai pengaruh yang signifikan terhadap kepatuhan keselamatan. Selain itu, peraturan dan prosedur keselamatan dan keberkesanan diri keselamatan mempunyai korelasi yang tinggi dengan gelagat kerja selamat iaitu dari segi pematuhan keselamatan dan penyertaan keselamatan dalam kalangan PPP. Kajian ini akan membantu pihak pengurusan di sektor kesihatan mengenal pasti langkah-langkah yang perlu diambil dalam memastikan gelagat kerja selamat dalam kalangan PPP. Kajian ini juga menjelaskan cadangan kajian pada masa akan datang.

Katakunci: Amalan Pengurusan Keselamatan, Kelakuan Kerja Selamat, Penolong Pegawai Perubatan dan Hospital.

ACKNOWLEDGEMENT

I would like to express my deep gratitude to my master's thesis supervisors Associate Professor Dr. Chandrakantan Subramaniam and Associate Professor Dr. Johanim Binti Johari. I have learnt many things since I became their student. Both my supervisors spends very much time instructing me how to write a paper, how to search literature, how to collect data as well as how to analyse collected data. I am also grateful to both my supervisors for spending time read this thesis and providing useful suggestions about this thesis. They are hard-working professors and I believe their academic achievements will continue to increase.

Besides that, I also would like to convey my sincere thanks to Director of Hospital Raja Permaisuri Bainun Ipoh Perak, Dr. Abdul Malek Bin Osman for his permission and also giving opportunity in carrying out this study. My deep appreciation to Mr Ki Soon Aik, Chief Supervisor of Assistant Medical Officer in Hospital Raja Permaisuri Bainun Ipoh Perak for his support and encouragement in ensuring the success of this research. Not forgetting my parents, I'm thankful for their financial support and motivation throughout my master study.

Being a student while working is not an easy task, in view of that, I thankful to my work colleagues to give support and encouragement throughout completing my studies. Nevertheless, it is lucky for me to meet some friends who inspirit my effort to overcome these difficulties. We often discuss how to improve the qualities of our papers on the Internet at night. Without their support, it is impossible for me to finish my college and graduate education seamlessly.

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LIST OF ABBREVIATIONS

CDC	Centres for Disease Control and Prevention
DOSH	Department of Safety and Health
HBV	Hepatitis B Virus
HCV	Hepatitis C Virus
HIV	Human Immunodeficiency Virus
HSE	Health and Safety Executive
ILO	International Labour Organisation
HRPB	Hospital Raja Permaisuri Bainun
MOH	Ministry of Health
NIOSH	National Institute of Occupational Safety and Health
NMRR	National Medical Research Registry
NSSIs	Needle Stick and Sharp Injuries
OSH	Occupational Safety and Health
S.O.P	Standard Operating Procedure
SOCISO	Social Security Organisation
SPSS	Statistical Package for The Social Science
HCW	Health Care Workers
WHO	World Health Organisation
AMO	Assistant Medical Officer
CME	Continuous Medical Education

CHAPTER 1

INTRODUCTION

1.1 Background of Study

Employees in the healthcare industry are exposed to various types of risks in performing their duties and responsibilities at work. Needle stick injuries (NSI) is one of the most common and serious occupational issue globally. Sonia, Sukhbir Singh, Brijender Singh, Satpal Singh, Anil Khurana and Ramesh Verma (2019) also agrees that NSI or Sharps injury are the most common occupational hazard among health care practitioners. Centres for Disease Control and Prevention (CDC) stated that estimated of 385000 NSI occurrence reported by Healthcare Workers (HCWs) yearly. Besides that, Elif Oksan Cahkoglu, Banu Bedir, Hilal Betul Akcay and Ali Gumus (2019) in their study stated that there is still 50% or more NSI not been reported by HCWs. Hospitals are contaminated compound surrounded with various blood borne pathogen, air borne pathogen, hazards such as radiations, biological, chemical, physical includes nosocomial infections and anaesthetic gases. Other than that, according to World Health Report (WHR) 2002, among 35 million health care practitioners, two million of them are exposed to NSI yearly.

Sonia, Sukhbir Singh, Brijender Singh, Satpal Singh, Anil Khurana and Ramesh Verma (2019) stated in their study that, in India, the primary cause of blood-borne infections among HCWs are due to occupational percutaneous NSI. Whereas, Ismara, Husodo, Prabandari and Hariyono (2019) describes that underreporting of NSI are mostly due to where the HCW assumes NSI as a commonly experienced by all hospital workers. This shows that the awareness and the consequences of NSI are insufficient and not well established. “Mohd Fadhli, Safian, Robat, Nur Adibah and

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COURSE: Research Methodology
COURSE CODE: SZRZ6014
LECTURER: Assoc. Prof. Dr. Fadzli Shah bin Abd. Aziz

This is to certify that the following is a postgraduate student from the Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia. He is pursuing the above mentioned course which requires him to undertake an academic study and prepare an assignment. The details are as follows:

NO.	NAME	MATRIC NO.
1.	Goppu A/L Mohan	823747

In this regard, I hope that you could kindly provide assistance and cooperation for him to successfully complete the assignment given. All the information gathered will be strictly used for academic purposes only.

Your cooperation and assistance is very much appreciated.

Thank you.

"BERKHIDMAT UNTUK NEGARA"
"KEDAH AMAN MAKMUR – HARAPAN BERSAMA MAKMURKAN KEDAH"
"ILMU, BUDI, BAKTI"

Yours faithfully


ROZITA BINTI RAMLI
Assistant Registrar
for Dean
Othman Yeop Abdullah Graduate School of Business

c.c - Student's File (823747)

APPENDIX B



OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS
Universiti Utara Malaysia
06010 UUM SINTOK
KEDAH DARUL AMAN
MALAYSIA



Tel: 604-928 7101/7113/7130
Faks (Fax): 604-928 7180
Laman Web (Web): www.oyagsb.uum.edu.my

UUM/OYAGSB/R-4/4/1
5 September 2019

Pengarah
Hospital Taiping
Perak

Dear Sir/Madam

DATA COLLECTION

COURSE: Research Methodology
COURSE CODE: SZRZ6014
LECTURER: Assoc. Prof. Dr. Fadzli Shah bin Abd. Aziz

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Yours faithfully


ROZITA BINTI RAMLI
Assistant Registrar
for Dean
Othman Yeop Abdullah Graduate School of Business

c.c - Student's File (823747)

APPENDIX C



Date :

Dear Respondent,

I am a Postgraduate student in Universiti Utara Malaysia and carrying out a survey regarding safety behaviour, in order to fulfil the degree of Master requirement of Universiti Utara Malaysia. The objective of this research is **to determine the relationship between important of organizational interference with safety behaviour**.

Attached alongside this letter is a short questionnaire that addresses the element of safety management practices in your organisation alongside your safety uncertainty and safety behaviour as an employee in the same organisation. I realize that your time is priceless and very precious; however, your involvement in this survey, which will need only 10 - 15 minutes of your time, will contribute to the success of this study.

There is no right or wrong answer to the statements listed in the questionnaire. Your sincerity and honesty is highly required in answering these statements. Please be rest assured that all your responses will be kept confidential and will be strictly used for the academic research purposes only.

With this I highly appreciate your cooperation and participation in this study and wish to convey my thanks in advance.

If you are interested in this study and it's outcome, please contact me via email at affugoppu@gmail.com or call me at 0149047786.

Thank you for your time and attention

Yours sincerely,

Tuan/Puan,

*Saya adalah pelajar Sarjana dari Universiti Utara Malaysia yang sedang menjalankan satu kajian mengenai tingkah laku keselamatan, untuk memenuhi pra-syarat Sarjana dari Universiti Utara Malaysia. Objektif kajian ini adalah **untuk menentukan hubungan antara kepentingan campur tangan organisasi dengan tingkah laku keselamatan**.*

Soal selidik yang disertakan bersama-sama dengan surat ini merangkumi elemen pengurusan keselamatan di dalam organisasi anda serta ketidakpastian mengenai keselamatan dan tingkahlaku keselamatan anda sebagai pekerja di dalam organisasi. Saya sedar bahawa masa anda sangat berharga dan bermakna; walau bagaimanapun, penglibatan anda selama 10 - 15 minit bagi menjawab soal selidik ini, akan menyumbang kepada kejayaan kajian ini.

Tidak ada jawapan yang betul atau salah dalam soal selidik ini. Hanya keikhlasan dan kejujuran anda diperlukan dalam menjawab soalan. Untuk makluman, semua maklumbalas anda akan dirahsiakan dan hanya digunakan bagi tujuan penyelidikan akademik sahaja.

Dengan ini saya sangat menghargai kerjasama dan penglibatan anda dalam kajian ini dan saya dahului dengan ucapan terima kasih.

Jika anda berminat dengan kajian ini dan dapatannya, sila hubungi saya melalui e-mel affugoppu@gmail.com atau menghubungi saya di talian 0149047786.

Terima kasih atas kerjasama dan perhatian anda.
Yang Benar;
GOPPU A/L MOHAN

SECTION A: DEMOGRAPHIC INFORMATION
BAHAGIAN A: MAKLUMAT DEMOGRAFI

Please fill in blank and tick (✓) in the appropriate boxes that corresponds to your answer to each of the following questions below.

Sila isikan tempat kosong dan tandakan (✓) untuk mewakili jawapan anda pada semua soalan di bawah.

1. Position Grade/ *Gred Jawatan* : ☐ U29 ☐ U32 ☐ U36 ☐ U41 ☐ U42 ☐ U44 ☐

2. Gender/ *Jantina* : ☐ Male/ *Lelaki* ☐ Female/ *Perempuan*

3. Age/ *Umur* : _____ years/ *tahun*

4. How long have you been working in the medical sector? / *Sudah berapa lama anda bekerja dalam sector perubatan?* : _____ years/ *tahun*

5. How long have you been working with the current hospital? /
Sudah berapa lama anda bekerja di hospital sekarang? : _____ years/ *tahun*

6. Highest Educational level/ *Tahap pendidikan tertinggi* :

☐ Secondary school/ *Sekolah Menengah* ☐ Diploma/ *Diploma*

☐ Certificate/ *Sijil* ☐ Degree/ *Ijazah*

☐ Master above/ *Master ke atas* ☐ Others / *Lain-lain*:

7. Marital status/ *Status perkahwinan* :

☐ Married/ *Berkahwin* ☐ Single/ *Bujang* ☐ Divorced/ *Berceraai*

8. Have you ever had any occupational accident ever since you started working in this hospital/
Adakah anda pernah mengalami kemalangan di tempat kerja sepanjang bekerja di hospital ini?

☐ Yes/ *Ya* ☐ No/ *Tidak*

9. If yes, how many accidents have you had while working in this hospital? /

Jika ya, berapakah bilangan kemalangan yang pernah dialami sepanjang bekerja di hospital ini?

☐ 1 - 3 ☐ 4 - 8

☐ 9 - 15 ☐ Over 15

10. Have you attended any occupational safety training?

Pernahkah anda pernah menghadiri latihan keselamatan?

☐ Yes/ *Ya* ☐ No/ *Tidak*

11. How often do you have to attend safety training?

Berapa kekerapan latihan keselamatan yang anda perlu hadiri?

☐ Every month/ *Setiap bulan* ☐ Once in three month/ *Sekali dalam tempoh tiga bulan*

☐ Once in six month/ *Sekali dalam tempoh enam bulan* ☐ Once a year/ *Sekali setahun*

☐ Not at all/ *Tiada langsung*

SECTION B: SAFETY MANAGEMENT PRACTICES**BAHAGIAN B: AMALAN PENGURUSAN KESELAMATAN**

Considering only your perception, please circle the most appropriate answer to you based on the scale below:

Dengan hanya mengambil kira pandangan anda, bulatkan jawapan yang paling tepat kepada anda berpandukan pada skala jawapan di bawah:

1	2	3	4	5
Strongly Disagree <i>Sangat Tidak Setuju</i>	Disagree <i>Tidak Setuju</i>	Moderate <i>Moderasi</i>	Agree <i>Setuju</i>	Strongly Agree <i>Sangat Setuju</i>

Question		Answer				
1	Safety is given high priority by the management. <i>Keselamatan diberikan keutamaan oleh pihak pengurusan.</i>	1	2	3	4	5
2	Safety rules and procedures are strictly followed by the management. <i>Peraturan dan prosedur keselamatan dipatuhi oleh pihak pengurusan.</i>	1	2	3	4	5
3	Corrective action is always taken when the management is told about unsafe practices. <i>Pihak pengurusan selalu akan membuat tindakan pembetulan jika dimaklumkan mengenai amalan tidak selamat.</i>	1	2	3	4	5
4	In my workplace manager or supervisors do not show interest in the safety of workers. <i>Pengurus atau penyelia di tempat kerja ini tidak menunjukkan minat terhadap keselamatan pekerja.</i>	1	2	3	4	5
5	Management considers safety to be equally important as production. <i>Pihak pengurusan mementingkan keselamatan sama seperti pengeluaran hasil.</i>	1	2	3	4	5
6	Members of the management do not attend safety meetings. <i>Ahli pihak pengurusan tidak menghadiri mesyuarat keselamatan.</i>	1	2	3	4	5
7	I feel that management is willing to compromise on safety for increasing production. <i>Saya merasakan pihak pengurusan sanggup mengabaikan aspek keselamatan demi meningkatkan pengeluaran hasil.</i>	1	2	3	4	5
8	When near-miss accidents are reported, my management acts quickly to solve the problems. <i>Pihak pengurusan bertindak pantas untuk menyelesaikan masalah berpunca dari kejadian hampir kemalangan yang telah dilaporkan.</i>	1	2	3	4	5
9	My company provides sufficient personal protective equipment for the workers. <i>Pihak pengurusan menyediakan peralatan perlindungan keselamatan secukupnya untuk para pekerja.</i>	1	2	3	4	5
10	My company gives comprehensive training to the employees in workplace health and safety issues. <i>Pihak pengurusan memberi latihan kesihatan dan keselamatan yang komprehensif untuk pekerja di tempat kerja.</i>	1	2	3	4	5

	Question	Answer				
11	Newly recruits are trained adequately to learn safety rules and procedures. <i>Pekerja baru diberikan latihan secukupnya mengenai peraturan dan prosedur keselamatan.</i>	1	2	3	4	5
12	Safety issues are given high priority in training programmes. <i>Isu keselamatan diberikan keutamaan dalam program-program latihan</i>	1	2	3	4	5
13	I am not adequately trained to respond to emergency situations in my workplace. <i>Saya tidak diberikan latihan secukupnya untuk bertindak balas terhadap situasi kecemasan di tempat kerja</i>	1	2	3	4	5
14	Management encourages the workers to attend safety training programmes. <i>Pihak pengurusan menggalakkan pekerja untuk menyertai latihan-latihan keselamatan.</i>	1	2	3	4	5
15	Safety training given to me is adequate to enable to me to assess hazards in workplace. <i>Latihan keselamatan yang diberikan kepada saya adalah mencukupi untuk membolehkan saya menilai bahaya/hazad di tempat kerja.</i>	1	2	3	4	5
16	Management always welcomes opinion from employees before making final decisions on safety related matters. <i>Pihak pengurusan sentiasa mengalu-alukan pendapat pekerja sebelum membuat keputusan akhir mengenai hal-hal berkaitan keselamatan</i>	1	2	3	4	5
17	My company has safety committees consisting of representatives of management and employees. <i>Jawatankuasa keselamatan di syarikat saya terdiri daripada wakil pihak pengurusan dan wakil pihak pekerja</i>	1	2	3	4	5
18	Management promotes employees involvement in safety related matters. <i>Pihak pengurusan menggalakkan penglibatan pekerja dalam hal-hal keselamatan.</i>	1	2	3	4	5
19	Management consults with employees regularly about workplace health and safety issues. <i>Pihak pengurusan sering merujuk kepada pekerja mengenai isu kesihatan dan keselamatan di tempat kerja</i>	1	2	3	4	5
20	Employees do not sincerely participate in identifying safety problems. <i>Pekerja tidak ikhlas dalam melibatkan diri untuk mengenalpasti masalah keselamatan.</i>	1	2	3	4	5
21	My company doesn't have a hazard reporting system where employees can communicate hazard information before incidents occur. <i>Syarikat saya tidak mempunyai sistem laporan bahaya/hazad untuk membolehkan pekerja menyampaikan maklumat punca kemalangan sebelum ia berlaku.</i>	1	2	3	4	5
22	Management operates an open door policy on safety issues. <i>Pengurusan mengamalkan dasar keterbukaan mengenai isu-isu keselamatan.</i>	1	2	3	4	5

Question		Answer				
23	There is sufficient opportunity to discuss and deal with safety issues in meetings. <i>Terdapat peluang yang secukupnya bagi membincangkan dan menangani isu-isu keselamatan di dalam mesyuarat.</i>	1	2	3	4	5
24	The target and goals for safety performance in my organization are not clear to the workers. <i>Sasaran dan matlamat prestasi keselamatan di organisasi ini adalah tidak jelas kepada para pekerja.</i>	1	2	3	4	5
25	There is open communications about safety issues in this workplace. <i>Terdapat komunikasi terbuka mengenai isu keselamatan di tempat kerja.</i>	1	2	3	4	5
26	The safety rules and procedures followed in my company are sufficient to prevent incidents occurring. <i>Peraturan dan prosedur keselamatan di organisasi ini adalah cukup untuk mencegah berlakunya kemalangan.</i>	1	2	3	4	5
27	The facilities in the safety department are not adequate to meet the needs of my organization. <i>Fasiliti di jabatan keselamatan tidak mencukupi untuk memenuhi keperluan organisasi.</i>	1	2	3	4	5
28	My supervisors and managers always try to enforce safe working procedures. <i>Penyelia dan pengurus saya sentiasa cuba untuk menguatkuasakan prosedur kerja yang selamat.</i>	1	2	3	4	5
29	Safety inspections are carried out regularly. <i>Pemeriksaan keselamatan kerap dijalankan.</i>	1	2	3	4	5
30	The safety procedures and practices in this organization are useful and effective. <i>Prosedur dan amalan keselamatan dalam organisasi ini adalah berguna dan berkesan.</i>	1	2	3	4	5
31	In my company safe conduct is considered as a positive factor for job promotions. <i>Dalam syarikat ini, amalan keselamatan adalah faktor positif yang boleh menyumbang kepada kenaikan pangkat.</i>	1	2	3	4	5
32	In my company employees are rewarded for reporting safety hazards (thanked, cash or other rewards, recognition in newsletter, etc.). <i>Dalam syarikat ini, pekerja diberikan ganjaran kerana melaporkan bahaya/hazad keselamatan (ucapan terima kasih, imbuhan wang atau penghargaan dalam bulletin, dll)</i>	1	2	3	4	5
33	In my company safety week celebration and other safety promotional activities arranged by the management are very effective in creating safety awareness among the workers. <i>Dalam syarikat ini, minggu keselamatan dan lain-lain aktiviti promosi keselamatan yang dianjurkan oleh pihak pengurusan adalah berkesan untuk mewujudkan kesedaran keselamatan di tempat kerja.</i>	1	2	3	4	5

	Question	Answer				
34	There exists very healthy competition among the employees to find out and report unsafe condition and acts. <i>Wujud persaingan yang sihat dalam kalangan pekerja untuk melaporkan keadaan dan tingkahlaku yang tidak selamat</i>	1	2	3	4	5
35	Our supervisor becomes very unhappy and angry when employees find out and report unsafe conditions and acts in our department. <i>Penyelia kami tidak suka dan marah jika pekerja mendapat tahu dan melaporkan keadaan dan tingkahlaku tidak selamat yang berlaku di bahagian kami.</i>	1	2	3	4	5
36	I carry out work in a safe manner. <i>Saya melaksanakan kerja dengan cara yang selamat.</i>	1	2	3	4	5
37	I use all necessary safety equipment to do my job. <i>Saya menggunakan semua peralatan keselamatan yang sesuai untuk melakukan kerja.</i>	1	2	3	4	5
38	I use the correct safety procedures for carrying out my job. <i>Saya menggunakan prosedur keselamatan yang betul ketika menjalankan kerja.</i>	1	2	3	4	5
39	I ensure highest level of safety when I carry out my job. <i>Saya memastikan tahap keselamatan paling tinggi apabila saya melaksanakan tugas.</i>	1	2	3	4	5
40	I put in extra effort to improve the safety of workplace. <i>Saya membuat usaha tambahan untuk memperbaiki keselamatan di tempat kerja.</i>	1	2	3	4	5
41	I help my co-works when they are working under risky or hazardous conditions. <i>Saya membantu rakan-rakan sekerja ketika mereka bekerja dalam keadaan berisiko atau merbahaya.</i>	1	2	3	4	5
42	I voluntarily carry out tasks or activities that help improve work place safety. <i>Saya membantu menjalankan tugas atau aktiviti-aktiviti untuk memperbaiki keselamatan di tempat kerja secara sukarela.</i>	1	2	3	4	5

Based on your perception, please indicate your level of confidence in your ability by circling the most appropriate answer scale.

Berdasarkan pandangan anda, sila nyatakan tahap keyakinan anda terhadap keupayaan anda dengan membulatkan skala jawapan yang paling sesuai.

1	2	3	4	5
Not At All <i>Tidak Yakin</i>	Slightly Confident <i>Sedikit Yakin</i>	Moderately Confident <i>Sederhana Yakin</i>	Quite Confident <i>Agak Yakin</i>	Extremely Confident <i>Sangat Yakin</i>

Question		Answer				
43	Your ability to avoid hazards in the workplace. Keupayaan anda untuk mengelak daripada bahaya di tempat kerja.	1	2	3	4	5
44	Your ability to use equipment safely. Keupayaan anda untuk menggunakan peralatan dengan selamat.	1	2	3	4	5
45	Your ability to stay focused on the job. Keupayaan anda untuk fokus pada kerja.	1	2	3	4	5
46	Your ability to follow all recommended safety procedures. Keupayaan anda untuk mematuhi semua prosedur keselamatan yang disyorkan.	1	2	3	4	5
47	Your ability to use safety equipment properly. Keupayaan anda untuk menggunakan peralatan keselamatan dengan betul.	1	2	3	4	5
48	Your ability to avoid dangerous situations. Keupayaan anda untuk mengelak daripada situasi berbahaya.	1	2	3	4	5
49	Your ability to pay attention to safety procedures. Keupayaan anda untuk memberi perhatian kepada prosedur keselamatan.	1	2	3	4	5

-THANK YOU/ TERIMA KASIH -